IDACS Quarterly News

Attention IT Personnel Omnixx Version Update Page 5

Off–Line Search

By: Andre' Clark, Program Director

The IDACS section has the capability to perform Off-Line searches into two (2) files. Searches into the Bureau of Motor Vehicle (BMV) files are direct inquires into the BMV databases. All information contained within these databases is entered by, and under the control of the BMV. Searches into the IDACS files are direct inquiries into all IDACS and NCIC files (wanted, stolen, etc.) and are derived from IDACS entries and inquiries. This means that as long as a transaction was made by an Indiana Criminal Justice agency (be it an entry or an inquiry), it can be searched upon.

With the Omnixx program, each agency has the ability to perform internal searches on any information **their agency** has entered, inquired upon, sent or received via IDACS. The IDACS section has the same capability, **but on a statewide basis**. The goal of an off-line search is to develop information in support of an investigation. The success of any search will be determined by how specific the information (criteria) is that is provided by the requestor.

The procedure for requesting an off-line search (BMV or IDACS) is:
1. Send a written request on your agency letterhead to the Chairman of the IDACS committee (this can be mailed or faxed) to:

Indiana State Police
100 North Senate Avenue
IGCN, 3d Floor
Indianapolis, IN 46204
Fax 317-233-3057

2. The request must contain specific information concerning what you are searching for, and the name and phone number for an individual who can answer any questions concerning the search.
3. The agency head must sign the request.
Searches will be run in the order in which they are received. Normal processing time will vary based on the number received. Results of searches will be either sent via IDACS, fax, or mail depending on the size of the output.

Inside this issue:

Trainer

By: Kelly Dignin, IDACS Trainer

In September 2004 the IDACS committee passed a rule stating, "Every new operator (including a MDD operator) is required to attend an instructor lead course before participating in on-line training. The instructor must be an IDACS certified instructor.

As of January 1, 2005 every new operator that is entered into the IDACS system will **not** have the "Trainer" ICON. New operators will not be permitted to access on-line training until they have attended an IDACS provided class or an IDACS certified instructor has submitted verification the new operator has attended a class.

Amber Alert
By: Terry Linza, IMCC

In October, 2002 the AMBER Alert Indiana Plan was implemented. The goal of the AMBER Alert Indiana Plan is to give law enforcement a tool that would provide the public with immediate and up to date information about a child abduction via statewide media broadcast and to solicit help from the public on possible sightings of the child and abductor. Indiana Code 10-13-5-8 mandates the operations of the AMBER Alert program within the Indiana State Police. It also provides immunity from civil liability to the media for the broadcast of information that is received from the statewide AMBER Alert Indiana broadcast.

All Statewide AMBER Alert broadcasts must be activated by the State AMBER Alert Coordinator, the Indiana State Police. If an out of state agency requests an activation of their alert in Indiana, the request must follow proper activation procedures. The request must come from the AMBER Alert Coordinator of the requesting State to the Indiana AMBER Alert Coordinator, the Indiana State Police at 1-800-622-4962 or 317-232-8248.

When an Indiana law enforcement agency receives a message requesting a rebroadcast of an out of state AMBER Alert in their specific area, the message should be stripped of the heading "AMBER Alert".

It should be sent out to the specific area requested INVESTIGATE FOR".

At this time, an AMBER Alert Law Enforcement Training Manual is being compiled. The manual will address the criteria, procedures and protocol for an AMBER Alert. This manual will be distributed to all Indiana Law Enforcement agencies. If you have any questions or need any additional information, please contact the Indiana Missing Children Clearinghouse at 1-800-831-8953.

> When an Indiana law enforcement agency receives a message requesting a rebroadcast of an out of state AMBER Alert in their specific area, the message should be stripped of the heading "AMBER Alert".

> The Indiana Missing Children Clearinghouse (IMCC).
> **www.in.gov/isp/safetyinfo/mcc**
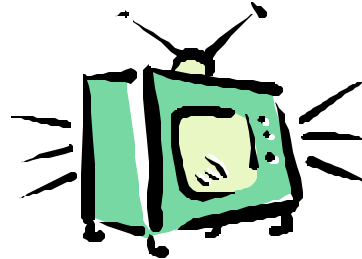
Missing Children Photo's
By: Lucinda Whipkey, IMCC

As per Indiana Code 31-36-1-3, Indiana law enforcement agencies are to forward a copy of every case report taken on a missing child to the Indiana Missing Children Clearinghouse (IMCC). Part of the IMCC's duties include populating a website www.in.gov/isp/safetyinfo/mcc and publishing a quarterly bulletin with informa-

tion about missing children. On average just over 700 children are actively missing in Indiana on a daily basis. Currently there are only 25 photos available for viewing. The IMCC is requesting a color photo of the missing child be included with the case report. If preferred, photos may be emailed in a .JPG format to the IMCC at lmail-

let@isp.state.in.us, please include child's name and date of birth. The success of these resources depends upon law enforcement's continued compliance with Indiana Code. Thank you for your continuing efforts in bringing Indiana's missing children home.

NAME : ANDREW RAY SANCHEZ
ALIAS: ANDY
DATE MISSING: 05/09/00
IDENTIFYING INFORMATION: Scars on neck and abdomen. Andrew is a white male (date of birth 10/23/97). At the time of his disappearance, he was 2'6" tall and weighed 28 lbs. He has brown hair and brown eyes.
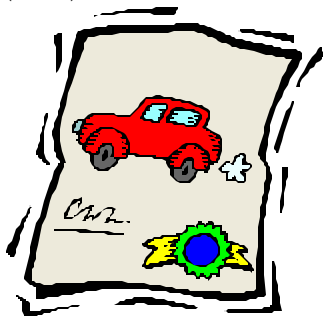
Generic Vehicle Manufacturer (VMA) Codes and SVIN in Omnixx Vehicle Entries

By: Brian Thayer, Data Operation Center

Omnixx allows an operator to enter any vehicle into IDACS and NCIC, even when the vehicle manufacturer is not listed in the Omnixx drop-down menus or NCIC code manual.

When the manufacturer is not listed, the operator making the entry must use a valid generic VMA code. The list of valid generic codes that can be used in Omnixx is available through the Field Help screen for Make (VMA).

To access Field Help, left click in the field you are seeking help with. When the red cursor is flashing in that field, press the right mouse button to display a list of options. Left click on Field Help.

To use a generic VMA code correctly, enter the vehicle manufacturer as shown in the following examples…

TRLR TRAILNGO

FARM CORNHUSKER

ATV POLARIS

In each example, the first part of the VMA is the generic code, followed immediately by a space, then the actual vehicle manufacturer name as provided by the owner. *Note: Use two spaces when using the generic code ATV.*

SVIN

Sometimes the VIN number provided by the owner does not conform to the standard seventeen-character format established by the NICB. The operator making the entry should make all attempts possible to confirm that the VIN provided is correct. Once the VIN has been confirmed, the operator can force IDACS and NCIC to accept the VIN using the SVIN override command.

To use the SVIN override, the operator must place the word SVIN in the first four spaces of the miscellaneous field. *Note: Additional information may still be entered following SVIN.*

Contact the State Police Data Operations Center should you have any questions regarding generic vehicle entries or the use of SVIN. Our operators all know and understand this subject very well and will be glad to assist you.

> **Before using SVIN, the operator making the entry should make all attempts possible to confirm that the VIN provided is correct.**

NLETS

By: Kelly Dignin, IDACS Trainer (information obtained from the NLETS web page)

The National Law Enforcement Telecommunication System (NLETS) was created by the principal law enforcement agencies of the states nearly 35 years ago. Since the founding, NLETS role has evolved from being primarily an interstate telecommunications service for law enforcement to a more broad-based network servicing the justice community at the local, state, and federal levels. It is now the pre-eminent interstate law enforcement network in the nation for the exchange of law enforcement and related justice information.

Although keeping the acronym NLETS, their new name will be *NLETS– The International Justice and Public Safety Information Sharing Network* .

For more information on NLETS check the on-line users guide on the Omnixx system or visit their webpage at nlets.org.
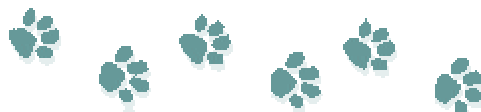
BMV Status "Check CIS"

By Troy Scott, IDACS

CHECK CIS may appear as a BMV status on an Indiana drivers license return . The BMV has stated the status "Check CIS" serves as an awareness to Law Enforcement to Check Customs and Immigration Status on the person holding a drivers license with this status.

To check the customs and Immigrations status on an individual refer to the I.N.S. Alien Query (IAQ) transaction Form (TF). This transaction results in the searching of eight service databases including:

CLAIMS which provides information concerning the receipt, adjudication and notification processes of petitioners of INS benefits.

DACS the deportable Alien Control System.

NAILS II provides information about persons of interest to INS for law enforcement purposes.

NIIS contains arrival, departure, and ancillary information on nonimmigrant aliens entering the US.

STSC the student and schools system for identifying, locating, and determining the status or benefits eligibility of nonimmigrant students and their dependents.

Response times may take up to 20 minutes due to human intervention being required to complete these record checks and format responses. However, the LESC will provide an automated acknowl-

edgment notifying the inquiring agency that his/her inquiry has been received and is being processed.

All queries sent to the LESC must contain AT LEAST the required information. Any optional information supplied in the query will increase the probability of finding a positive record and enable a more informative response to be sent.

For more information about the IAQ and for response information consult the NLETS Manual Chapter 32.

Off-Line Search from CJIS FBI

By Andre' Clark, Program Director

Agencies may request an Off-line search from the Criminal Justice Information System (CJIS) section of the FBI. CJIS can perform searches for information entered or inquired upon by any Criminal Justice agency within the United States. CJIS can be contacted by calling 304-625-3000. You will be asked for specific criteria for the search, your ORI, and other agency specific information. Processing time should be short (3-7 days) since CJIS has a team that does off –line searches full time.

Omnixx Version Update

By D. Michael Paxton, **Systems and Programming**

As many may have already heard, the Omnixx Desktop client that provides your forms and message viewing capabilities will be upgraded in early April 2005 to Version 2, Release 4, or V2R4 for short. The Indiana State Police Systems and Programming Section has been vigorously testing this version to ensure the smoothest implementation possible; but that does not mean there are no possibilities for problems to arise. However, with your help the whole project should be a grand success!

Obtaining an Installation CD

The most important aspect of this install, as differing from the initial install and the last upgrade, is that V2R4 will install from a CD, or compact disc. The IDACS Trainers will shortly be distributing CDs at IDACS Area Meetings. You need to be sure to attend the meeting to get a copy of the CD for your agency. If you cannot make the meeting, please send a letter to the IDACS Section requesting one by mail. However, there is no guarantee that you will receive it in time for the conversion, so making it to your area meeting will be best.

Installing the CD

Once you get the CD, keep it in a safe place until someone from the IDACS Section contacts you the week of the install. There is a "ReadMe.txt" file on the CD that your desktop technician MUST read as soon as possible. The file contains key items, such as a change in Network Address for Omnixx 2.4, and others, that may have to be attended to by your network/firewall technician, ahead of any installation and usage. Make sure you browse and locate the file on the CD, print it and complete any necessary pre-work steps. ***But, DO NOT PERFORM THE INSTALLATION UNTIL YOU ARE EXPLICITLY TOLD TO DO SO.*** The CD modifies critical components of your Omnixx Desktop client, and installing it early may cause you to lose service. The IDACS Section will conduct the install over about a two-week period, and you will be notified a few days in advance when your turn will be. On the day and time you are scheduled to install the new version, someone from IDACS will call you and walk you through the process. ***Please have a competent computer technician available when the IDACS Section calls to walk you through the install.***

Post-Op Instructions (After the Install)

As previously mentioned, we expect the install to go rather smoothly. However, should you encounter problems, here are a few things you can do ***before you call Data Operations*** to speed the resolution of your situation:

- Determine if the problem affects all V2R4 stations or is isolated to only one station. Attempt to recreate the problem on another V2R4 workstation. Print any relevant screens for possible faxing later.

- Document ***in detail*** the steps or actions you took leading up to the problem. What form were you using? What user id did you use? What other windows or forms were open, even if they are not related to Omnixx? Did you do anything after the problem occurred, or did you stop when the error appeared?

- Document ***in detail*** what messages you received that alerted you to the problem. Did a "pop-up" box appear while you were typing in the form, or when you pressed "Transmit"; or did you discover the error in a message in the Message Window? What was the specific text of the error message, word for word? Was there an MRI number associated with the error?

These are just some of the pieces of information to gather before you contact the DOC that will aid us in determining how best to diagnose your specific problem. Keep in mind also that you are only one of several hundred operators that may be experiencing the same or a similar problem, and all of you are trying to get the attention of a small handful of people to look at your problem. Please be patient, and please be brief when you describe your problem. If it is a widespread problem, realize that we may not be able to contact you specifically, but we will attempt to send out an "all stations" message when the problem is resolved. Also, please do not contact DOC repeatedly to find out if the problem has been resolved. Once you report the initial problem, trust that we will either contact you directly, if the problem is limited to your device or agency, or we will send out a broad message if the problem transcends a single agency.

A Tribute to Dispatchers
By Tom Wagoner Loveland Police Chief April 14, 1995

Someone once asked me if I thought that answering telephones for a living was a profession. I said I thought it was a calling. ---and so is dispatching. I have found in my law enforcement career that dispatchers are the unsung heroes of public safety. They miss the excitement of riding in a speeding car with lights flashing and sirens wailing. They can only hear of the bright orange flames leaping from a burning building. They do not get to see the joy on the face of worried parents as they see their child begin breathing on its own, after it has been given CPR.

Dispatchers connect the anxious conversations of terrified victims, angry informants, suicidal citizens and grouch officers. They are the calming influence of all of them-the quiet, competent voices in the night that provide the pillars for the bridges of sanity and safety. They are expected to gather information from highly agitated people who can't remember where they live, what their name is or what they just saw. And then they are to calmly provide all that information to officers, fire fighters or paramedics without error—the first time, and every time. Dispatchers are expected to be able to do five things at once—and do them all well. While questioning a frantic caller, they must type the information into a computer, tip off another dispatcher, put another caller on hold, and listen to an officer run a plate for a parking problem. To miss the plate numbers is to raise the officer's ire; to miss the caller's information may be to endanger the same officer's life. But the officer will never understand that.

Dispatchers have two constant companions. Other dispatchers and stress. They depend on the one, and try to ignore the other. They are chastened by upset callers, taken for granted by the public, and criticized by officers. The rewards they get are inexpensive and infrequent, except for the satisfaction they feel at the end of a shift, having done what they were expected to do.

Dispatchers come in all shapes and sizes, all races, both sexes, and all ages. They are blondes, and brunettes, and redheads. They are quiet or outgoing, single or married, plain, beautiful or handsome. No two are alike, yet they are all the same. They are people who were selected in a difficult hiring process to do an impossible job. They are as different as snowflakes, but they have one thing in common. They care about people and they enjoy being the lifeline of society—that steady voice in a storm—the one who knows how to handle every emergency and does it with style and grace, and uncompromised competence.

Dispatchers play many roles: therapist, answer man, doctor, lawyer, teacher, weatherman, guidance counselor, psychologist, priest, secretary, supervisor, politician, and reporter. And few people must jump through the emotional hoops on the trip through the joy of one caller's birthday party, to the fear of another caller's burglary in progress, to the anger of a neighbor blocked in their drive, and back to the birthday caller's, all in a two minute time frame. The emotional roller-coaster rolls to a stop after an 9 or 10 hour shift, and they are expected to walk down to their car with steady feet and no queasiness in their stomach—because they are dispatchers. If they hold it in, they are too closed. If they talk about it, they're a whiner. If it bothers them, it adds more stress. If it doesn't, they question themselves, wondering why.

Dispatchers are expected to have the compassion of Mother Teresa; the wisdom of Solomon; the interview skills of Oprah Winfrey; the gentleness of Florence Nightingale; the patience of Job; the voice of Barbara Streisand; the knowledge of Einstein; the answers of Ann Landers; the people skills of Sheriff Andy Taylor; the humor of David Letterman; the investigative skills of Sgt. Joe Friday; the looks of Melanie Griffith or Don Johnson; the faith of Billy Graham; the energy of Charro; and the endurance of the Energizer Bunny. Is it any wonder that many drop out during training? It is a unique and talented person who can do this job and do it well. And it is fitting and proper that we take a few minutes or hours this week to honor you for the job that each of you do. That recognition is overdue, and it is insufficient….But it is sincere.

I have tried to do your job, and I have failed. It takes a special person with unique skills. I admire you and I thank you for the thankless job you do. You are heroes….An I am proud to work with you.

Hints and Reminders
By Vivian Nowaczewski, IDACS Trainer

There has been several problems reported by different agencies around the state concerning invalid FBI numbers when entering Sex Offenders into the Sex Offender File. In some instances, more than one FBI number has been assigned to the same individual. If a FBI number appears to be wrong or is rejected while making an entry contact State Police Central Records at 317-232-8266. Central Records has been making corrections to FBI numbers on a daily basis.

As a reminder NCIC will be conducting the Tri-Annual Audit April 4th through April 8th. All agencies are reminded to send a diagram that outlines your network. If you have not done so, you will need to as soon as possible. Send the diagrams via email to, idacs@isp.state.in.us or by mail to the attention of Andre' Clark, Program Director or Michael Dearinger, Systems Coordinator at: Indiana State Police IDACS Section, I.G.C.N., 100 N. Senate Ave., Indianapolis, IN 46204.

Things You Should Know for Version Update
By Vivian Nowaczewski, IDACS Trainer

As you are now aware, a new version update of Omnixx (V2R4) will be launched in April 2005. Prior to this update all operators that need to be re-certified during the Month of April must take their test prior to April 9th, 2005. When cut-over begins on April 11th, 2005 to the new Omnixx Version, On-Line Training will **not** be available until the Version Update is completed. This process could last for the entire month of April. If an operator fails to update their certification be-fore this date, access to the system will be denied.

Also, prior to April 9th, 2005 users are encouraged to change their passwords. Effective immediately, password changes will now be changed every ninety (90) days instead of every sixty (60) days as previously practiced.

> On-Line Training will **not** be available until the Version Update is completed.

IDACS

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We are on the web!
www.in.gov/isp/idacs

There are two kinds of people in the world: those who make excuses and those who get results. An excuse person will find any excuse for why a job was not done, and a results person will find any reason why it can be done. Be a creator, not a reactor.

-- Alan Cohen, A Deep Breath Of Life

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